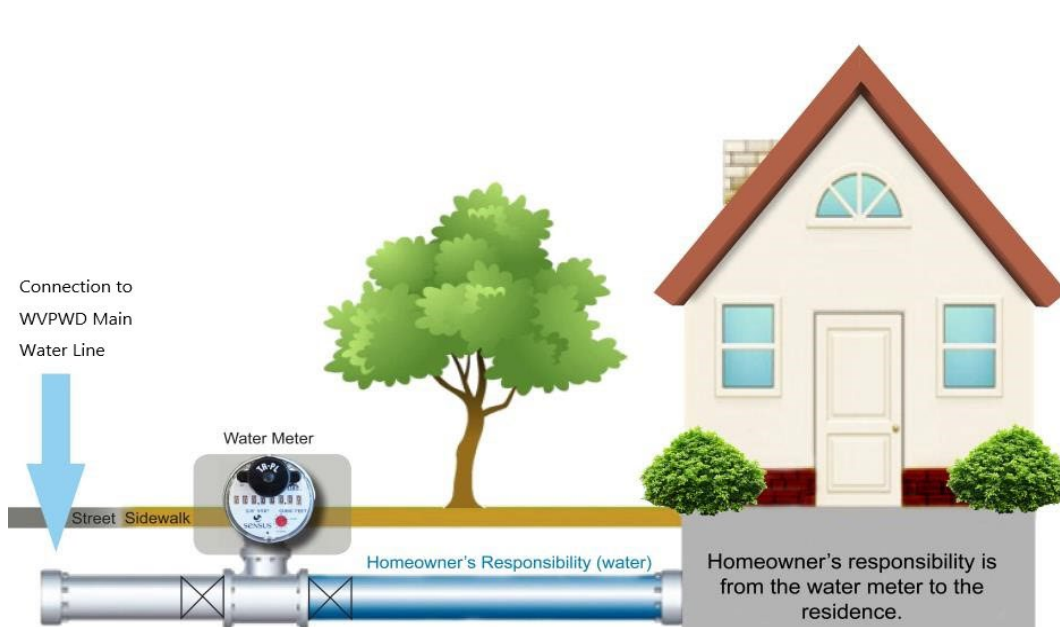


Water Meter Accessibility and Maintenance

The water meter for your property is located within a utility right-of-way or easement. The water meter needs to be assessable at all times, as it is important to keep plants trimmed back and never place items such as vehicles, boats, garbage cans, firewood, brush or gravel over the water meter. In addition, the water meter should not be enclosed by a fence or locked gate, nor have an animal blocking the access of the meter. Where there is an existing situation, the district staff will discuss a possible resolution to resolving the conflict of meter accessibility.

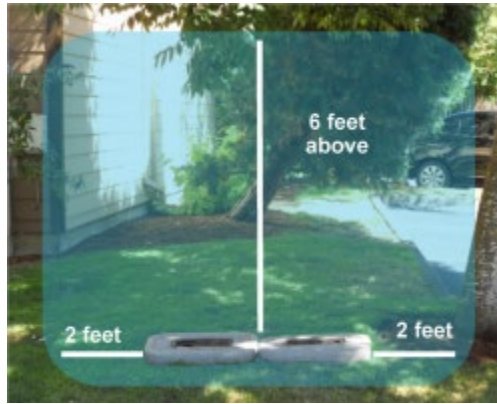
Knowing where your water is and keeping it clear of landscaping and debris can be helpful when detecting or repairing a leak on your property, in some instances, help you avoid some costly water damage repairs. Additionally, safe and easy access to water meters aids WVPWD's operators during emergency response activities like water main breaks. Operators' shutoff water meters during emergency repairs to safely isolate your home's plumbing from the chance of contamination until water service is ready to be restored. Please keep your meter area accessible so our staff can quickly read your meter on the first visit to your property. If your meter is obstructed, a meter reader will have to return to your property to clear the obstruction and read your meter and you will incur a fee for the return visit. In the event we cannot read the meter, or your meter is not accessible, we will estimate the monthly billing based on past consumption.



We typically read between the 20th through the 25th of each month, with the exception of holidays, weather permitting or other instances that prevent meter reading from occurring during those days. Therefore, our billing runs a month behind, billing you for the amount of water you have used for the previous month.

Please check with the district prior to adding a fence or extending your driveway in the meter box area. We recommend customers consider their water meter when maintaining their landscaping.

The water meter area should have **at least two (2) feet of space around all sides and six (6) feet vertically above the meter** for safe access by meter readers and water operators.



Please note: WVPWD staff will trim back overgrown landscaping if accessing the water meter is needed and access has not been maintained.

Please note: IF ANY PART of the water meter OR meter box is damaged you WILL BE BILLED for that damage. It is illegal to remove and/or tamper with the utility water meter. Property owners will be responsible for replacement of the meter if it is illegally removed. Property owners are responsible for protecting their water meters and ensuring that they are not damaged by freezing weather or negligence.

Trees, bushes and plantings

- Trim bushes, trees, and grass that block the way or cover the meter. During the growing season, plants can cover a water meter box very quickly.
- Please minimize plants in the area which meter readers must travel to get to your meter. We would like to avoid any accidental damage to your prized plantings.

Pets

- Keep pets away from the path that leads to your meter.
- If you have a guard dog for security, please contact the office to make sure that our meter readers and other utility personnel are aware of this.
- We may ask that you arrange to confine the dog during the day that your meter will be read.

Objects that cover or block your meter

- Please make sure that **no objects cover or block access to the meter box**. Items we have found blocking water meters include cars, trailers, garbage cans and recycling bins, construction equipment or supplies, landscape bark, gravel, leaves and burn piles.

Locked gates

- If your meter is located behind a gate that is normally kept locked, please contact us to arrange access. We often obtain keys from customers who wish to secure their property. And, as long as the lock is accessible from the exterior of the gate, this presents little problem for our meter readers' access.

Your address

- Please ensure your house address is clearly displayed on your residence.
- This also assists emergency personnel who may need to find your home in a hurry.

District Policy Regulations: A **minimum** of one (1) foot horizontal radius of clearance shall be maintained around all meter boxes and a **minimum** of five (5) foot vertical clearance. No vegetation shall be planted within a 2-foot radius of a meter box. Meter shall be accessible via a direct line of travel from existing road without causing restrictions of access to the meter.

**See examples below of both obstructed and unobstructed meters as well as tips on how to keep your meter accessible.*



Meter is visible and clear of debris, as preferred.



Avoid a meter obscured by grass or debris.



Avoid a meter obstructed by a vehicle or heavy object.